

Reset an External Representative's Password

Process

[IRMS EXTERNAL ACCESS SECURITY](#)

Effective Date

09/09/2010

Purpose

TAX provides each External Representative with a User ID and password to access IRMS. If an External Representative forgets their password or gets locked out of the system due to password violations, the External Representative's IRMS Security Administrator may reset the password or the External Representative can call the VITA Help Desk. The Special Notes and Procedure will assist you in the manual process of resetting passwords.

Special Notes

- If the External Representative is locked out of IRMS because of password violations or because they forget the password, the IRMS Security Administrator may reset the password. Both the Primary and the Alternate Security Administrators can call the VITA Help Desk to request the External Representative's account be unlocked.
- Other than the External Representative, only the IRMS Security Administrators (primary and alternate) are authorized to request an IRMS password be reset.

Procedure

Responsibility

Primary or Alternate Security Administrator

Steps

1. Receive request to reset the Representative's password.
2. Perform a search to locate the External Representative in IRMS that needs the password reset.
3. Access the Representative's information.
4. Change the Password.
 - A. Select File and Change Password.
 - B. Enter a temporary password in the Password field.
 - C. Re-enter the temporary password for confirmation in the Confirm Password field.
 - D. Click SAVE.
5. Exit the window.
6. Contact the Representative by phone or e-mail to notify them of the following:
 - Their password has been reset
 - Their new temporary password

- Instruct them to reset their password in AR WEB when accessing the system

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